



Frequently asked questions about Windows

The migration to and use of Windows XP has prompted a number of questions. Here are a few of the more frequently asked questions and the answers:

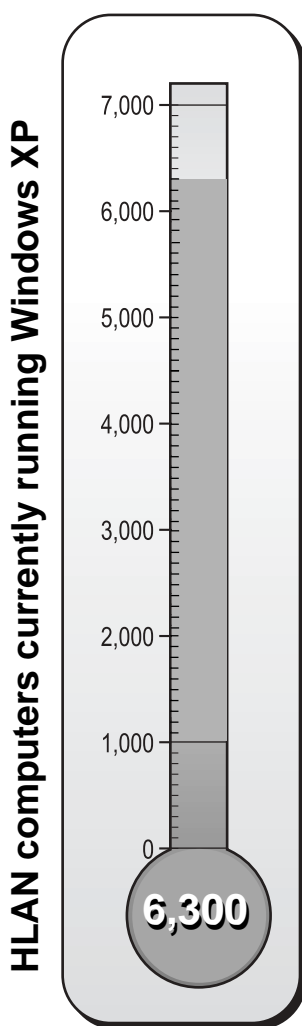
Why can't we keep Windows 98?

Microsoft has stated that it will no longer provide support, including answering questions and the implementation of security and functionality fixes, for our current production products — i.e., Windows 98 and Windows NT. In addition to the support issues, these new products include enhancements to system security, stability and compatibility with today's current hardware.

Why do I have to reload my applications?

The User State Migration Tool — the tool that is being used to convert the workstations to Windows XP, does not support the migration of applications. Of all the commercial off-the-shelf products that perform migrations to Windows XP, none of them provides the ability to migrate applications.

Where are my data?



After migrating your computer to Windows XP, you will find your data files in a combination of three places:

- **My Documents** — This grouping of files consists of all files that were in the C:\My Documents, C:\Windows\Desktop, and C:\Windows\Favorites folders. These files were moved from their original operating system location to their respective location in Windows XP.
- **Common Files** — This grouping of files consists of site forms, word processing, spreadsheet, presentation, Outlook and Acrobat files from your computer that were not in your "My Documents" folder. The upgrade process collected these files together and placed them into a Common Files folder. For example, Office files that you'd been saving in the C:\Temp folder will be in this folder. You'll find a shortcut to this folder on your Windows XP Desktop.
- **C:\ComputerName.ZIP** — The Windows XP upgrade process searched your entire hard drive, looking for files that didn't meet the requirements of My Documents and Common Files. It then excluded known system files, and placed the resulting set of files into a file called ComputerName.ZIP, where ComputerName is the property number of your workstation. You'll find files in the ZIP file that may or may not be data files. For example, a WordPerfect document that you may have saved with a non-standard extension (i.e., .BOB, or .DAN) will be stored in this file.

For a more comprehensive look at the information mentioned in this "Where are my data?" section, refer to the frequently asked questions page of the Windows XP Web site, found at <http://www.rl.gov/xp/faqs.asp>. Here you'll find additional information on exactly what file extensions were taken when compiling the Common Files folder, and information on getting your data files out of the ComputerName.ZIP file. ■

XP consultants will be in the area and available to assist users migrating to Windows XP and Office XP in 4710 on Sept. 23 and in 2750-E on Sept. 24.